



A Collaborative Approach to Knowledge Generation and Management

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Presentation Overview

- The Institute's history
- What is a community of practice?
- History of the Institute's CoPs
- Framework for the current CoP
- ConnectionsZone: A Tool for the CoP
- Lessons Learned

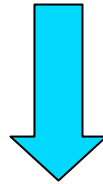


Public Health Informatics Institute – Who are We?

All Kids Count Program: Immunization registry development



Focus on integrated health information systems for children



Public Health Informatics Institute – support improved information infrastructure

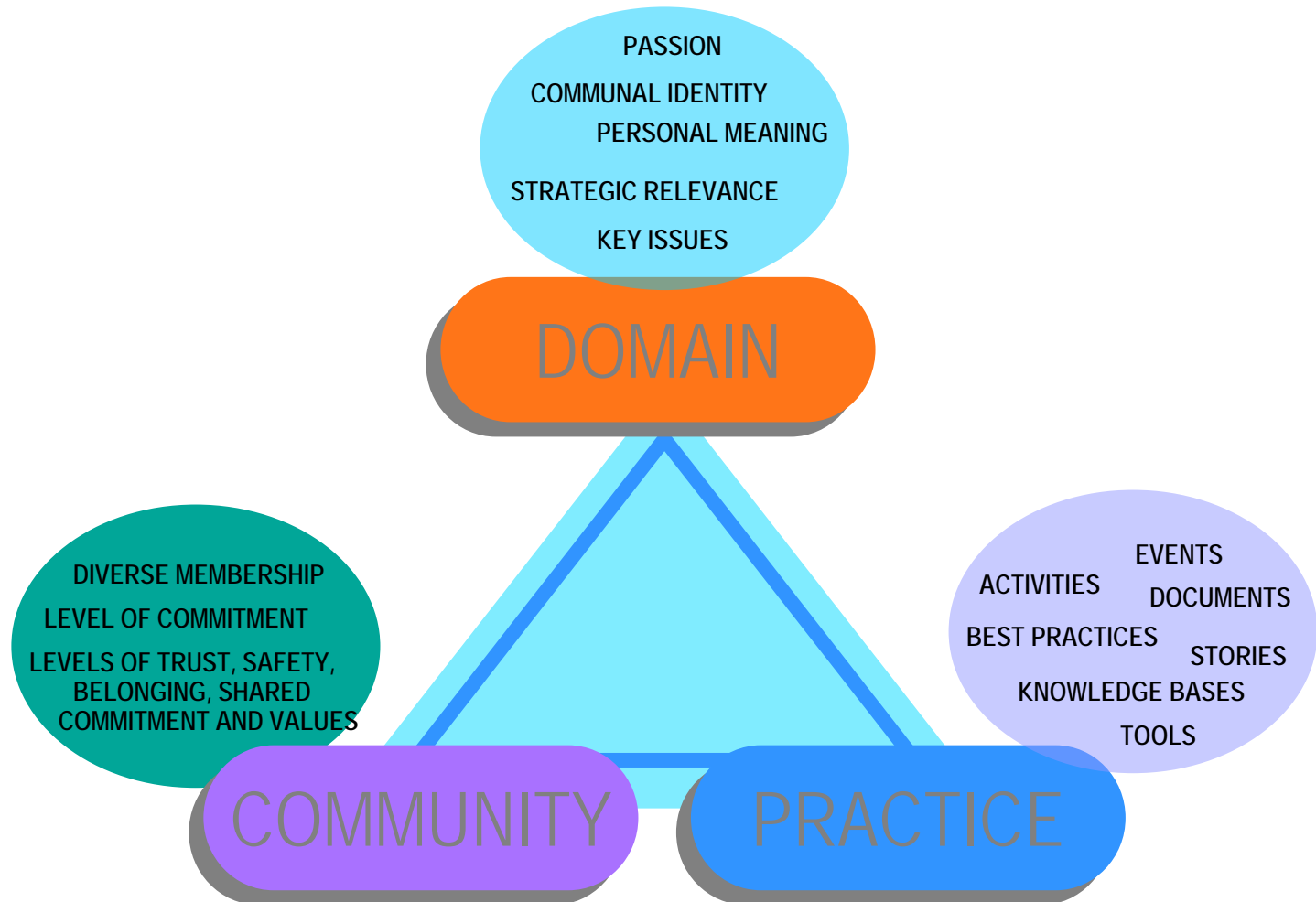


Communities of Practice

- “Groups of people who share a concern, a set of problems or a passion about a topic and who deepen their knowledge and expertise in this area by interacting on an ongoing basis.”
- Cultivating communities = knowledge management strategy.
- Members engage in collaborative problem solving, share best practices and lessons learned.



Framework of a Community of Practice





It's not like baking a cake

- CoPs have been success when dealing with complex, issues where there is no simple formula for success, like CHIS.
- Tacit knowledge – the stuff each of us knows but can't explain easily – needs to be elicited. (ie. best practices).
- Sharing experiences, the tacit knowledge, can help achieve your goals.



Institute's CoP Experience

- All Kids Count led us to develop strategies for grantees to share their knowledge and experiences.
- In 2000, All Kids Count formed the first *Connections* for people integrating child health systems.
- Through consultation were asked to “bring us together, to collaborate and share best practices.”



Integration Challenges

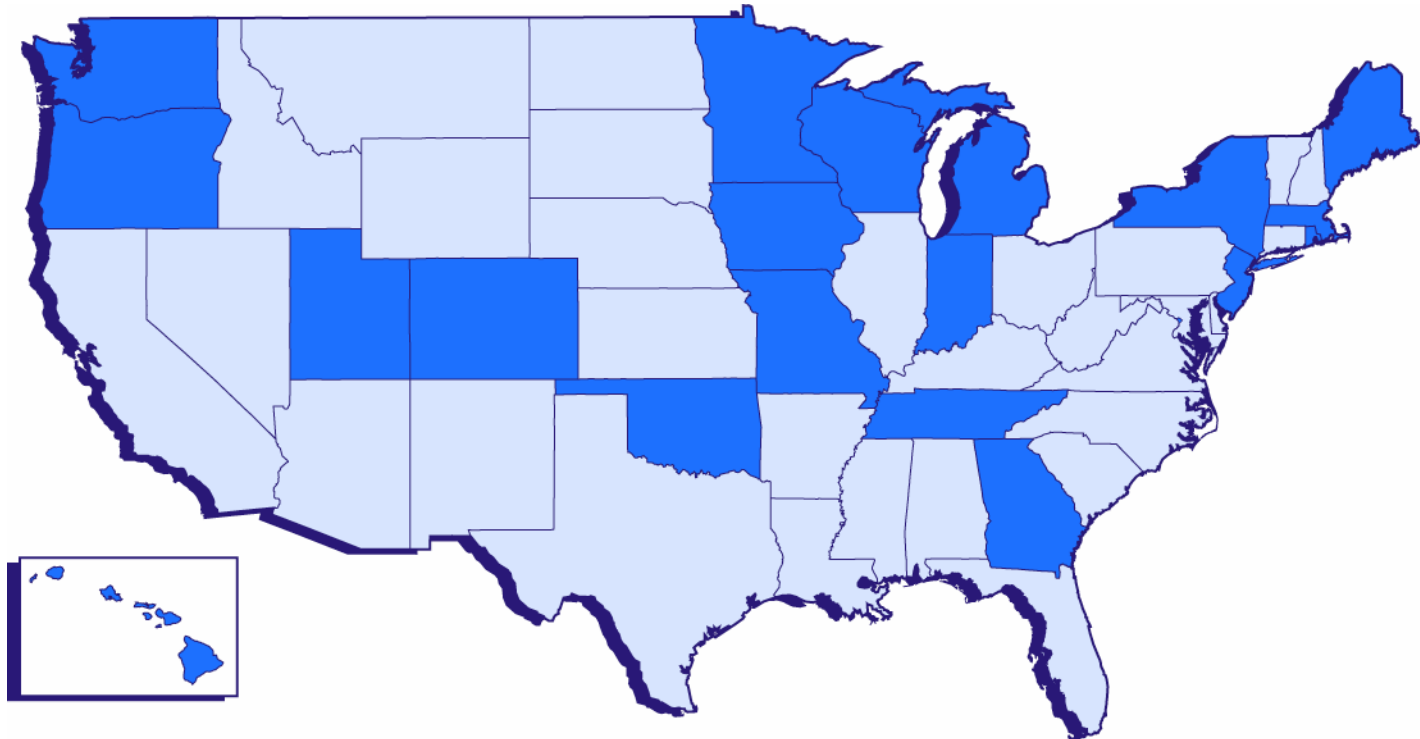
- Categorical funding \Rightarrow program information silos that may not be compatible with other information systems.
- Challenge of linking disparate pre-existing systems.
- Collaboration/Communication between all stakeholders.



CONNECTIONS

- 21 state and local public health departments members.
- Funded by the HRSA/MCHB Genetic Services Branch.
- Started in June 2004 – has funding until June 2006.

Connections Member Agencies



Colorado
District of Columbia
Georgia
Hawaii
Indiana
Iowa
Maine

Massachusetts
Michigan
Missouri
Minnesota
New Jersey
New York
New York City

Oklahoma
Oregon
Rhode Island
Tennessee
Utah
Washington
Wisconsin



Current Connections Framework

- Monthly Conference Calls
- 2 Webcasts
- Interactive website – ConnectionsZone
- Three community-wide face-to-face meetings within the 2 year period
- Bi-monthly e-Newsletters
- 3 workgroups to focus on specific issues



Our Workgroup Approach

- Convene small workgroups to focus on specific issues identified by the members.
- Workgroup will include representatives from Connections member-sites plus invited experts.
- Goal is to develop quality products that are practical and useful to integrated information systems developers.



Unique Records Workgroup

- Addresses issues around matching, merging or linking disparate records for an individual.
- 12 members including Connections members, federal agency representatives and other invited experts.
- Timeline – Group began in Feb, met in March and will produce a product by August 2005.



Unique Records Workgroup Members:

- **Connections Members:**
 - Alex Ternier – NYC
 - Gail McMurchie – OR
 - Mike Webb – Utah
 - Nancy Hoffman – MO
 - Roland Gamache – IN
 - David Hollar – TN
 - Mike Berry – RI
- **External Members:**
 - Sue Salkowitz (Consultant)
 - Stephen Clyde (University of Utah)
 - Ted Palen (Kaiser)
 - Denise Giles (CDC)
 - Warren Williams (CDC)
 - Georgia Sanders (MHIN)
 - Kristi Schmidt (MHIN)



Unique Record Workgroup Product

- Product: A portfolio that contains
 - Overview of Matching and Merging Concepts:
 - Categorization of approaches to identifying unique individuals (e.g., MPI)
 - Architecture descriptions
 - Matching methodologies
 - Governance



URW Product Cont.

- A Project Profile Assessment Tool
- Checklist to manage and monitor deduplication processes and impact
- Annotated bibliography



ConnectionsZone

- Web-based collaboration tool that supports the Community of Practice by offering asynchronous (members only):
 - Discussions
 - Chat
 - Document sharing/editing
 - Polls



Send a live message

Who's here?
Jim Mootrey

Members

Index

Home

Apr 19, 2005
10:44 am EST

Welcome, Jim Mootrey
Member Logout

Search

t Sidebar Polls

(Add/Edit/Rearrange)

CONNECTIONS

Mark Edit Delete Move

	Title		New Msgs
	Notes, Agendas, Presentations Move		
	Topic: Data Quality Move		
	Topic: Governance/Management of Information Systems Move		
	Topic: Funding Move		
	Topic: Privacy/Confidentiality Move		
	Advisory Committee Move		
	Connections Resources Move		
	Help: Using this Web site Move		
	Connections Chat Room Move Edit		0 occupants
	Chat help Move Edit		
	Connections Coffee Break Move		

You are logged in as Jim Mootrey.
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ConnectionsZone Lessons Learned

- Having a technical forum with robust functionality does not mean people will use it.
- Incorporating this technology in daily life is a culture change.
- Participants must see immediate value in participating in the site to change workflow.



ConnectionsZone Lessons Learned

- *ConnectionsZone* has worked best when there is a time limited discussion on an urgent issue.
- Document sharing and development.
- With “push” technology – e-mail notification and entry.



CoP Lessons Learned

- Enterprise level systems change, such as integrating CHIS, requires collaboration.
- Communities of Practice can strengthen collaboration.
- They can be productive:
 - Generate knowledge products
 - Build relationships



Lessons Learned Cont.

- Dedicated resources – staff and money.
- CoPs are organic and need to be nurtured:
 - Master facilitating session
 - Understanding the issues members are facing
 - Cultivating relationships among members, building trust



Most of All....

Communities of practice can
bring significant value to
members addressing
complex issues.



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